



Position Title: Garage / Workshop Manager / Service Manager

Location: Paradise, Askam-In-Furness, Cumbria, LA16 7HA

Responsible Areas: Retail vehicle service, repair, maintenance & MOT Testing workshop
Internal fleet vehicle service, repair, maintenance & MOT Testing workshop

Introduction:

Furness Cars & Commercials Limited is a well-established and family run business operating over two premises and specialising in 24 hours roadside assistance and recovery of all vehicles. This includes attending incidents of varying nature and circumstances. In addition, the business operates a large service department providing service, repair, maintenance and MOT testing for cars, vans, light, and heavy commercial vehicles. The business is instilled with the mantle of operational excellence and seeks to continually improve the service it offers and the way they are delivered.

Role Purpose:

Reporting directly to company Directors, the role will proactively oversee our busy service, repair, maintenance, and MOT Testing operations for both the retail arm of the business and internally operated fleet. The role will be supporting and supported by others in operational management within the business, the role will have overall responsibility for cost control, maintenance standards, departmental health and safety, security, and effective manpower planning.

The role will be pivotal in the provision of an operational excellence service to our customers and clients and will be focused on building relationships with these customer and clients and managing their needs and expectations as well as contractual arrangements and KPIs.

The role will be required to deliver on each year's business plan through recruiting, developing, and leading a technical team in a high performing vehicle repair workshop. Equally ensure that their teamwork in a cohesive and efficient manner to make sure that all service, repair, maintenance, and MOT testing is carried out within timescales and to customer expectations, maintain throughout operational excellence and always adhering to safety standards to ensure full compliance to legislation.

Key Requirements:

There should be no doubt that this is a hands-on role and one in which the individual will need to be prepared to take ownership of and lead throughout. The individual will be involved from start to finish in customers interactions with the business and the services we offer. Although supported by a team of technicians and advisors the individual will be expected to directly interact with customers, clients, suppliers, and others and will take the form of anything from producing and providing quotations for work to a customer, dealing with a query or complaint and supplier interactions which may include general communications through to disputes and queries.

- Strong track record in vehicle maintenance and workshop management with a background in successfully leading a team of technicians and service advisors.
- Excellent mechanical knowledge ideally evidenced with formal qualifications, such as C & G or equivalent.
- Focused on maximum customer and employee satisfaction as well as business performance contributing to the profitable growth of the business.
- Knowledge and understanding of health and safety requirements for the areas of responsibility.
- Current experience and track record in team management, development and getting the best out of teams through effective management.
- Understanding and proven ability regarding departmental profit and loss, budget, and cost management.
- Passion for delivering the very best in customer service and the ability to take ownership of customer relationships as well as continual development of these relationships.
- The ability to take ownership and provide leadership for the areas of responsibility with the confidence to discuss, advise and attend to matters with other members of operational management and company Directors.
- Excellent communication skills and a strong attention for detail.

Key Responsibilities:

- **Workshop Management:** Manage and plan the daily operations of the workshop, working with and acting on deviations. Leading and motivating the workshop and service staff to always ensure an efficient and effective operation.
- **Workshop Customer Relations:** Develop and manage customer relationships ensuring that customer needs are met, and services are developed to meet future needs of the customer. As well as meeting with, discussing and explaining complex and detailed technical details or repair processes relating to work being undertaken.
- **Workshop Sales:** Identify new and potential customers, approaching and management of new customers and requirements to increase customer base and work and profitability of the service department.
- **Workshop Quotes & Invoicing:** Overseeing and producing estimates and quotations for work to be undertaken, advising customers and clients of work required as well as producing invoices for work undertaken and obtaining and overseeing relevant authority for such work and final authorisation and purchase order number requests.
- **Workshop Financials:** Monitor, review and implement charging structures for services offered and provided on both a retail basis and customer basis. Reviewing charges to ensure they remain sustainable and market competitive.
- **Workshop Performance:** Identify, produce, and develop internal performance measures, budgets, results, operational targets, and measures to ensure that best service is offered to customers with the maximum business results.
- **Workshop Lead:** Working with and liaising with third parties such as inspection bodies, local authorities, DVSA, equipment suppliers and maintenance operatives as well as leading on communication and management of suppliers to the business ensuring products and services are procured at the correct amounts and at a level befitting of the business.
- **Workshop Development:** Identifying, producing and development of internal systems to continually improve the technical knowledge and ability of the business through employee development and training as well as exploring and procurement of technology, equipment, and materials to improve the efficiency, ability and scope of work undertaken within the service department. This will include taking into consideration the onset of new and emerging vehicle technology such as alternative fuelled vehicles.
- **Workshop Compliance:** Managing, leading, and ensuring that the workshop remains fully compliant with all relevant accreditation standards as well as health and safety, regulation, and guidance. Equally ensuring that all equipment and tools are maintained, calibrated, and tested in line with current requirements such as LOLER, PUWER.
- **Workshop MOT Station:** Managing, leading, and ensuring that the workshop remains fully compliant with all relevant accreditation, standards, and training to maintain its MOT Test station status including liaising directly with DVSA and others and overseeing the relevant quality control requirements.

Additional Responsibilities:

- Assist, support and advise Directors and operational management on matters pertaining to the business and operator of it.
- Produce, review, and maintain systems within the business to promote compliance and efficiency as well as supporting the business to improve and increase efficiency.
- Produce, review, and maintain systems for data analysis and the production and presentation of such information to Directors and operational management.
- Support Directors and operational management in matters relating to HR including producing and maintaining systems of HR management and policies and procedures.
- Assisting and supporting Directors and operational management regarding project management and implementation.
- Assisting and supporting Directors and operational management with items including reporting, investigation and remedial action relating to customer and client queries, complaints and failures and implementing systems to record, report and monitor.

Expected start date: ASAP.

Job Type: Full Time / Permanent

Particulars: Monday to Friday 08:00 to 17:00

22 Days Holiday plus 8 Bank Holidays

Location: Askam-In-Furness